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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/218,783	12/22/1998	PEGGY M. STUMER	98-P-7977-US	2633

7590 04/19/2005

SIEMENS CORPORATION
INTELLECTUAL PROPERTY DEPARTMENT
186 WOOD AVENUE SOUTH
ISELIN, NJ 08830

EXAMINER

KNOWLIN, THJUAN P

ART UNIT	PAPER NUMBER
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2642

DATE MAILED: 04/19/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/218,783

Applicant(s)

STUMER ET AL.

Examiner

Thjuan P Knowlin

Art Unit

2642

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 02 February 2005.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-27 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-27 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
 - ☐ Certified copies of the priority documents have been received in Application No. _____.
 - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- ☒ Notice of References Cited (PTO-892)
- ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date 02/07/05.
- ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____.
- ☐ Notice of Informal Patent Application (PTO-152)
- ☐ Other: _____.

DETAILED ACTION

Response to Amendment

1. Applicant's amendment filed on February 02, 2005 has been entered. Claims 1, 9, 12, 15, 22, and 27 have been amended. No claims have been cancelled. No claims have been added. Claims 1-27 are still pending in this application, with claims 1, 9, 12, 15, 22, and 27 being independent.

Claim Rejections – 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

2. Claims 1-27 are rejected under 35 U.S.C. 102(e) as being anticipated by Miloslavsky (US 6,229,888).

3. In regards to claims 1, 9, 12, 15, 16, 17, 18, 21, 22, 23, 24, and 27, Miloslavsky discloses a group pickup system (call center 162 and call center 180) and method in a communication network (Fig. 2) having one or more servers (CTI server 170 and CTI server 184), comprising: one or more call group locations associated with different ones of said one or more servers (Fig. 2, col. 1 lines 12-14, col. 2 lines 15-19, and col. 4-5

lines 66-7); an invite request unit to invoke the group pickup system (col. 2 lines 38-49 and col. 8 lines 17-31); a group pickup request unit responsive to said invite request unit to establish a connection to a group pickup destination (call center 180) to enable a caller station to be picked up from said destination, said destination comprising any of said one or more group locations; a retrieval request unit to connect a call pickup system station with said caller station; wherein a call group associated with said call pickup station can have members associated with different ones of said one or more call group locations (col. 2 lines 38-60 and col. 8 lines 17-40).

4. In regards to claims 2, 10, 13, and 25, Miloslavsky discloses the system and method, further including an exception handler adapted to handle failures (traffic, busy, no answer) in the group pickup system (Abstract and col. 4 lines 24-30).
5. In regards to claims 3, 11, and 26, Miloslavsky disclose the system and method, wherein said call pickup party may be located on any server within the network (col. 1 lines 12-14, col. 2 lines 38-49, and col. 8 lines 1-16).
6. In regards to claims 4 and 14, Miloslavsky discloses the system, wherein said parked caller may be picked up from any server within the network (col. 2 lines 38-49 and col. 8 lines 17-31).
7. In regards to claim 5, Miloslavsky discloses the system, wherein said network failure may include excessive network congestion (Abstract and col. 4 lines 24-30).
8. In regards to claim 6, Miloslavsky discloses the system, wherein said network failure may include a vacant number (whether an agent is available or active) (col. 5 lines 12-19 and col. 5 lines 54-67).

9. In regards to claim 7, Miloslavsky discloses the system, wherein said network failure may include no route to destination (col. 4 lines 24-30 and col. 5 lines 12-19).

10. In regards to claims 8, 19, and 20, Miloslavsky discloses the system, wherein said user selectable park location is said destination's background task (col. 4 lines 31-45).

Response to Arguments

11. Applicant's arguments with respect to claims 1-27 have been considered but are moot in view of the new ground(s) of rejection.

Conclusion

12. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Gisby et al (US 5,940,496) teach an apparatus and methods enhancing call routing within and between call-centers. Gupta et al (US 5,506,890) teach a method and apparatus for group-specific calling.

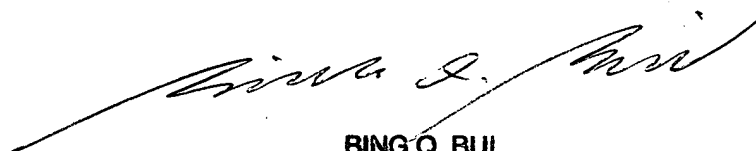
13. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thjuan P Knowlin whose telephone number is (571) 272-7486. The examiner can normally be reached on Mon-Fri 8:30-5:00pm.

14. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar can be reached on (571) 272-7488. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Art Unit: 2642

15. Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Thjuan P. Knowlin

A handwritten signature in black ink, appearing to read "Bing Q. Bui", is written over a horizontal line.

BING Q. BUI
PRIMARY EXAMINER